#### Debra Pyrek

From:

Cynthia Nakaya

Sent:

Monday, March 15, 1999 11:34 AM

To:

Debra Pyrek

Subject:

FW: New passwords at BoC

Here it is.

Cynthia Nakaya Title Guaranty of Hawaii Telephone No. (808) 521-0258 Fax No. (808) 533-5854 Email: cnakaya@tghawaii.com

----Original Message

From:

John Hubbard

Sent:

Tuesday, December 22, 1998 7:00 PM Lenny Fernandes; Alae Kerisiano; Jerry Opedal

To: Cc:

Cynthia Nakaya

Subject:

New passwords at BoC

Hello BoC project members,

After noting a few minor system changes, I changed the following passwords at BoC. This may result in SIS calling one of us to ask how to log on; we can tell them the new password for their account (and only their account)-IF they are even supposed to be there. Sometimes they sneak over and make changes without telling us.

UID

**PWD** 

Administrator

punchbown kokoked

SIS

sis100

**SQLExec** 

<unchanged from before, but account is no longer a Domain Admin>

thanks, john h

password

Sa (for sal sewer login) -> no passevarel

Kokohead

Penind

#### Debra Pyrek

From: Sent:

John F. Hubbard [johnfh@aloha.net] Thursday, April 01, 1999 11:16 PM

To: Subject: Debra Pyrek RE: BoC

> Hi John. Hope you are still doing well and enjoying your new job. But 80 > hour weeks sound pretty rough!

At least it's interesting work, so I don't mind (too much).

> This should be a very simple question for you. Neal called and said > "RecordedDocView is gone." So I did my best to get him to

> explain what that

- > means and got only a little further in my analysis. So I looked at your
- > documentation so that I could refresh my memory to all this. It

> seems that

> RecordedDocView is actually an Access attached table to the SQL

> Server table

- > RecordedDocData. If this is correct, all I have to do is re-attach the
- > table and things will be OK. Please confirm (if you remember). Thanks.

That would be the first thing I'd try. Assuming something hasn't gone wrong with the SQL database tables themselves.

I'd sure give a lot to know just exactly what they were doing, and what the system was doing, when things went wrong-it's always a mystery as to how it really happens. But it does seem that the easiest thing to mess up would be for the user to inadvertently delete the attached table, so I think you've got something there.

- > Take care and drop me a line sometime to tell me how things are
- > going. And
- > if you are working late in Kailua and need a break, we don't live too far

> away!

Thanks, I appreciate the nice thoughts. And I will talk to you sooner or later here—things can't continue at this pace forever (I assume).

later, john h

#### Debra Pyrek

To:

Carlos Buhk

Michael Pietsch; Cynthia Nakaya

Cc: Subject:

**BoC Staffing** 

#### Hello Carlos.

I wanted to find out our staffing plans for the BoC. As far as I understand, the Record Center employees are currently working at the BoC to perform the daily scanning and data transfer needs. The IS Department continues to support the BoC staff as needed to address any technical concerns. Occasionally, the staff at the BoC requires additional operations support and calls on the IS Department for this assistance. As a temporary means of getting the project going, we supported anything and everything. I want to make sure that we are making other arrangements for the future. The IS Department, along with most of the company, has more projects than we can handle and we cannot afford to utilize our technical employees for processing and operational tasks.

If you have already developed backup plans to handle the workload at the BoC, please share this information with me so that I can make sure our IS staff are responding properly to the company's needs. If you do not have a backup staffing plan, I would be happy to work with you to develop one. I have identified the following tasks as requiring backup plans:

- Scanning
- Prepping
- Data Processing (missing doc reports, simple data tasks)
- Creating JAZ drives to transfer data to TG
- Other tasks ???

(In particular, the IS Department is asked to assist with Data Processing tasks when key BoC employees are absent.)

I am sure there are other tasks performed by the staff at the BoC that I did not include in this list. Please review the list and add tasks as needed. We can then develop a plan for training employees to handle these tasks and develop a schedule for transfering the responsibilities to these employees.

Thanks for your time and support.

Deb Pyrek Title Guaranty 235 Queen Street Honolulu, HI 96813 (808) 533-5824 dpyrek@tghawaii.com



# Basic applied techniques

Choose the right stat to make better decisions



The information age has changed the way many of us do our jobs. In the 1980s, we focused on collecting data. By the early 1990s, most organizations were swimming in it. Today, we must analyze this wealth of data and turn it into useful information. Spreadsheets are a start, but they only go so far. Using a statistical package allows you to go beyond basic row-and-column math and simple summaries for better decision-making. In this paper, we will discuss how statistical techniques help you get more useful information out of your data.

#### Add value to decision-making

Using statistics can help analyze data to make better informed decisions because:

- statistics are useful they summarize data or graphically display relationships and quickly identify unusual points;
- statistics are easy to understand they are easy to read and interpret with straightforward formats, tables and charts; and
- statistics add value to decisionmaking - they allow you to quantify relationships (instead of relying on hunches) and

go beyond information spreadsheets and databases provide.

By understanding basic statistical techniques, you can learn more about your data, discover interesting relationships, better use scarce resources and give credibility to your ideas.

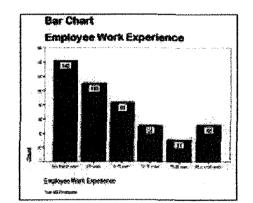


Figure 1. Bar chart displaying categorical measurement of work experience data.

#### Measure what you want to analyze

Data is a measurement of some occurrence or event. By determining your data type, you can select a suitable statistical procedure. On the flip side, to analyze data a certain way, you must collect it a certain way.

For example, if you want to measure work experience, you have a few choices. You can ask a respondent for a specific number of years (two years or five years). Or you can ask each respondent for a category (less than two years, two to five years). If your supervisor wants a graph showing how many employees are at each experience level, you could present information in a bar chart. You would choose a bar chart because it displays data collected in categories (as in Figure 1). However, if your data reflected a specific number of years for each respondent, you would probably choose another type of chart or graph.

**Statistical** techniques help you better use resources and give credibility to your ideas

Frequency

distribution

aives you

the big

picture

on your

data

#### Define levels of measurement

Levels of measurement explain how data are measured: categorically or continuously. Categorical data are measured in a group (less than two years, two to five years). Continuous data are measured with specific numbers (two years or five years). In addi-

tion, categorical data can have two distinct variables: nominal and ordinal. Nominal variables are collected in categories of group identifiers (department, business unit), Ordinal

variables have implied scales (satisfaction levels, education level).

There are also two types of continuous vari-

ables: interval and ratio. Interval variables have a numeric scale without a true zero (temperature, achievement test scores). Ratio variables have a measurable scale and a true zero designating the absence of what

is measured (age, net worth). With both interval and ratio variables, a one-unit increase anywhere on the scale represents the same change in quantity. Regardless of whether variables are nominal, ordinal, interval or ratio, they can help you learn more about your data.

# Continuous variables

Interval: variables in a numeric scale without a true zero (temperature, test scores)

Categorical variables

Nominal: categories with group identifiers

Ordinal: categories with implied scales

(military rank, satisfaction levels)

(gender, region, country)

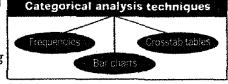
Ratio: variables in a measurable scale with a true zero (annual income, vacation)

## When to use statistical techniques

Now that we defined levels of measurement, variable types and how they affect data analysis, let's discuss when and how to use specific statistical techniques.

#### Techniques for categorical data

Frequencies. A frequency distribution is useful with categorical data because it summarizes all possible responses to a question, giving you the big picture. Frequencies are also used



to tabulate answers to survey questions and check for data entry errors.

For example in Figure 2, if you were curious about overall customer satisfaction with a purchased product, you could request a frequency of the "I would purchase product again\* variable. This table tells you the range of re-

I would p	uckase prodect sode	Frequency	Percent	VIII Person	Cumulatre Percent
Valid	Strongly Agree	18	13.5%	167%	14,7%
	Maren	13	17.6%	19 1%	33.8%
	Dissiper	32	4442	49.3%	87.6%
	Storgy Cusagne	12	147%	17.6%	130.0%
	Tetat	65	91.98	166 6%	
Missing	Dora Kinow	3	4.1%	1	
	Out this areases	3	4.1%		
	Talai	6	81%		
TODE		74	160.0%		

Figure 2. Example for frequency distribution, ordinal variable.



sponses and alerts you to the most popular response. It also allows you to draw conclusions from cumulative percentages: only 34 percent or a third of the customers who responded agreed they would purchase the product again. This is quantitative information that may support a decision to investigate why.

Customers who did not answer the question are in a separate category stats packages record called 'Missing Values.' Not accounting for missing values will cause misleading results, which is one reason stats packages are superior to spreadsheet and database

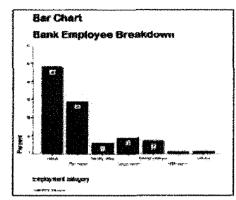


Figure 3. Example of bar chart to show overview of responses.

packages. Stats packages are also beneficial because they allow you to produce frequencies with a few mouse clicks. Spreadsheets make you work harder for similar results.

A bar chart offers a range of answers while identifying the most frequent response

Bar charts. A graphic overview of a categorical variable shows easy-to-understand information. Like frequency distribution, a bar chart offers a range of answers while identifying the most frequent response. In Figure 3, the "Clerical" category is distinguished as the largest group, or 48 percent of all employees. There is an 8-to-1 ratio of clerical types to security officers. And unlike spreadsheets that make you reserve an area to receive chart results, stats packages can create frequency tables and bar charts with minimal work (one package lets you produce a frequency table and bar chart simultaneously by checking a box).

Crosstabulation tables. With crosstabulation tables, or crosstabs, you can look at the frequencies of two variables at once. Crosstabs help you determine whether variables are related, and if so, can measure the strength of that relationship. And like frequencies, you can use crosstabs to examine for data entry errors. The number of distinct categories in each variable determine the table's size, with cells created at the intersection of each row-

and-column combination.

In Figure 4, each cell gives you the actual counts and row percentages of satisfied and dissatisfied customers and whether they are willing to recommend the paper. You may want to see if a customer's satisfaction level is a good indicator of whether the customer would

<u> 1984</u> 313	Fact Marks	Spranda					
313		#G# _	LOUIS .				
2974	34	13 [	147	Caspe	California	Control of the Section	
193 34	11.44	15.6%	44.4%	Marie Description			
. 3	4		*	Cent	Desidented		
¥\$2.81	29.6%	45.0%	13 PS.	% of Compet 4.886(in/hir)			
and the second	75 ]	T G	100	Crare	nanconstruira anno 1971 anno 1980 i	Total	
		um U UA	11 1% (4)	% of Commit exterior has		Total	

Chi Reputer Frank				
	Value	ď	Employeeste Signification (2-tables)	
Personal Continues	12772	3	663	
Lingthood Saba	14.491	4	646	
Lister By Land III Acceptancy	9 735	3	603	
NEVER CHIEF	2+2			

Figure 4. Example of crosstab showing strong relationship between customer satisfaction and recommendation.



recommend the paper. In this case, you are assuming customer satisfaction and recommendation are related.

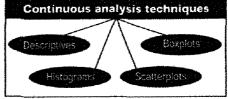
You can test this hypothesis with one of several significance tests to determine if a relationship exists. The significance tells us how probable the relationship is of occurring in a population. Usually significance is measured at .05 (five percent chance) or .01 (one percent chance), the level the relationship occurs by chance. If a significance value is .25, there is a 75 percent chance of obtaining the same results in the population. This indicates no relationship exists between the variables.

For example, in the Pearson Chi-square also in Figure 4, there is a .002 significance or a 0.2 percent level. This indicates a very small probability customer satisfaction and recommendation are not related (the smaller the significance number, the stronger the relationship). Therefore, because there is a strong relationship between satisfaction and customer recommendation, you can be confident a satisfied customer will recommend the paper.

Descriptives summarize information, helping you quickly learn more about your data as a whole

#### Techniques for continuous data

Descriptives. Descriptive statistics give you a quick overview of continuous variables by calculating the average, spread, minimum, maximum and number of cases for each variable. These statistics work like frequencies for categorical data and can help identify



data entry errors. They are especially useful when seeing a dataset for the first time. For example, you may want to know the average age, education level, beginning salary, current salary and work experience of employees in your organization. Descriptives summarize this information, helping you quickly learn more about your data as a whole.

For example, in Figure 5 the education level values range from 8 to 21 years, with an average of 13.5 years. The standard deviation of 2.88 years gives you an idea how the data is spread around this average. Both high school (12 years) and college graduates (16 years) are included in three years either way of the 13.5-year average, so the results are not surprising.

Histogram. In our earlier discussion of levels of measurement, we considered the work experience of bank employees when measured in categories of less than two years, two to five years, etc. But instead of looking at categories, you may want to see work experience measured on a continuous scale (a specific number of years). Used with continuous data, a his-

togram provides an overview of distributed data values. Basically, it works like a bar chart does with categorical data.

You can see the mean work experience of bank employees is

Descriptive Statistica						
	N	Minimum	Maximum	Mean	Std. Deviation	
Age of employee	474	23.00	64.50	37.1861	11.7872	
Educational level	474	8	21	13,49	2,98	
Beginning salary	474	3600	31992	6808.43	3148.26	
Current salary	474	6300	54000	13767.83	6830.26	
Work experience	474	.00	39.67	7.9886	8,7154	
Valid N (listwise)	474					

Figure 5. Example of descriptive statistics for continuous variables.

eight years from the histogram in Figure 6. You can also see many employees have five or fewer years experience and several employees have 30 or more years experience. If distribution were normal, as represented by the superimposed curve, you would expect to see a bunching around the eight-year average and a symmetrical distribution on either side of this average. From this histogram, you could interpret most employees have six or less years work experience and the mean years of work experience is eight. Overall, the workers' population has fewer years of experience.

is eight. Overall, the workers' population has fewer years of experience.

Figure 6. Example of histogram to graphically show distribution of continuous variables.

Histogram

Used with continuous data, a histogram provides an overview of how data values are distributed

data overview in table form, you can draw similar conclusions from a graph. A boxplot is a good method for identifying unusual values and gaining insight into the nattern of a majority of values. It shows more than a

ues and gaining insight into the pattern of a majority of values. It shows more than a spreadsheet, displaying the minimum, maximum, range, average and outliers, or extreme cases.

The boxplot also shows data distribution. The whiskers show the upper and lower range of data, up to  $1\frac{1}{2}$  times the box length from the mean. The box shows the range of data between the 25 and 75 percentiles. Dots show outliers.

From the boxplot in Figure 7, you can see the median income – the heavy black line – does not vary much across the four groups. The median is about \$28,000, but the range of income among women who read the *Ledger Star* is larger than for those who read the *Virginian Pilot*.

This is apparent from the boxes' size. While most Pilot women readers make \$20,000 to

\$32,000, Star women readers earn more, \$21,000 to \$43,000. With only a spreadsheet, you may have missed this. As a manager armed with this significant information, you could better target your advertising.

Scatterplot. Rather than limiting your investigation to individual variables, you may want to examine whether two continuous variables are related. Plotting the intersecting points on axes can quickly isolate trouble spots and identify groupings.

Scatterplots draw attention to unusual points that may affect averages. These graphs also provide a good overview of the

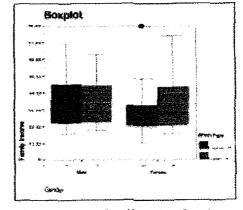


Figure 7. Example of boxplot showing newspaper readership by gender and family incomes.



relationship between variables. In Figure 8, you see a large cluster of readers (of both papers) who earn between \$15,000 and \$40,000 a year. While readers range in age from their 20s to 60s, the largest concentration of readers in their mid-20s to mid-30s. As a circulation manager knowing this, you could more precisely target your efforts.

Scatterplots also have fit lines with valuable information on differences between groups.

For example, looking at the fit lines in this scatterplot we see Star readers have lower incomes and are younger than Pilot readers, who have higher incomes and are older. But when looking at the total line, we see the total population is more like the Pilot's population.

Scatterplot
Newspeper Reactership Overview

Farsic Vezers

Figure 8. Example of scatterplot showing overview of newspaper readership by gender and family incomes.

Scatterplots
give you
a good
overview
of the
relationship
between
variables

#### Conclusion

In this paper, we discussed basic statistics and how you can use them for more effective decision-making. We considered different levels of measurement and how they affect the statistical techniques you choose to use. We then examined, in more detail, some basic statistical techniques: frequencies, bar charts, crosstabs, descriptives, histograms, boxplots and scatterplots. As demonstrated, these statistics are not difficult to understand. Using a statistical software package that offers these techniques allows you to go beyond what spreadsheets and databases packages provide. And statistics can add significant value to your everyday business decisions. With that knowledge, why not let statistical software help you work smarterr



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SPSS Inc. is a multinational software products company that delivers statistical product and service solutions for survey research, marketing and sales analysis, quality improvement, scientific research, government reporting and education. Primary product lines include: SPSS for a variety of business solutions, SYSTAT and BMDP for scientific analysis, and QI Analyst for manufacturing and quality improvement applications. More than 2 million people worldwide use SPSS products.

Chicago-based SPSS has sales and support offices and distributors worldwide. In 1995, SPSS completed the best year in its 28-year history with total revenues of \$63 million.

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SPSS Australasia Pty. Ltd.	+61.2.9954.5660	SPSS Malaysia Sdn Bhd	+60.3.704.5877			
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SPSS Belgium	+32.162.389.82	SPSS Middle East and Southeast Asia	+971.4.525536			
SPSS Benelux	+31.183.636711					
SPSS Central and	+44.(0)1483.719200	SPSS Scandinavia AB	+46.8.102610			
Eastern Europe	.,	SPSS Schweiz AG	+41.1.201.0930			
SPSS East Mediterranea and Africa	+972.9.526700	SPSS Singapore Pte.	+65.2991238			
SPSS France SARL	+33.1.4699.9670	SPSS Taiwan Corp.	+886.2.5771100			
SPSS Germany	+49.89.4890740	SPSS UK Ltd.	+44.1483.719200			
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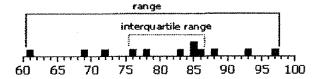


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# Chapter 2. Distributions Part 2

#### ¶Measures of Variability

One very easy measure of the variability that exists within a distribution is the **range**, which is simply the distance between the lowest score in the distribution and the highest. Equally easy is the **interquartile range**, which is the distance between the lowest and highest of the middle 50 percent of the scores in the distribution. Thus for our 12 exam scores, the range extends from a low of 61 to a high of 97, and the interquartile range extends from a low of 76 to a high of 86.



Measures of this general type, however, are basically mathematical dead ends. They have a limited application for purely descriptive purposes, but beyond that there is very little you can **do** with them.

Two somewhat more complex measures of variability that you **can** do something with are the **variance** and **standard deviation**, which go together like hand and glove, or more precisely, like square and square root. In brief, the variance is the square of the standard deviation, and the standard deviation is the square root of the variance.

variance = (standard deviation)<sup>2</sup> standard deviation = sqrt[variance] Note: Owing to the limitations of HTML coding for a web document, we will not be able to use the conventional radical sign to indicate "square root of." We will instead be using the notation "sqrt." Thus sqrt[variance] means "the square root of the variance," sqrt[16] means 'the square root of 16," and so forth.

They are both ways of measuring variability, based on the realization that the dispersion within a distribution—the overall amount by which the individual values of  $X_i$  differ among themselves—is in direct proportion to the aggregate amount by which they differ or deviate from their collective mean. For each particular value of  $X_i$  within a distribution, the distance between it and the mean can be arrived at through a simple process of subtraction. By convention,  $X_i$  is placed to the left of the subtraction sign, the mean is placed to the right, and the result of the operation is spoken of as a **deviate** (noun). Thus

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# Chapter 4. A First Glance at the Question of Statistical Significance

"How often things occur by the merest chance."
—Terence, *Phormio* 

Although this chapter is fairly brief, it is quite central, for this is where we take our first pass at the critically important question of statistical significance. As we noted in Chapter 2, the essential task of inferential statistics is to determine what can reasonably be concluded about an entire domain of phenomena—a population—on the basis of having examined only a limited sample of instances drawn from that domain. A 'sample' is a relatively small window through which the investigator hopes to see the outlines of some larger, more inclusive reality. In some cases, the glimpse provided by the sample might truly represent the larger reality, while in other cases it might misrepresent it, leading the investigator to erroneous conclusions. This latter possibility derives from the fact that the phenomena of nature are often shot through and through with random variability. While the risk of drawing erroneous conclusions from a limited sample is considerable within any domain of phenomena, it is especially great in those domains that pertain to the mentality, behavior, and biology of living organisms.

At any rate, whenever there is random variability inherent in the phenomena under investigation, there is always the possibility that the observed facts result from nothing other than mere chance coincidence; and until that possibility is rigorously assessed, no conclusions can reasonably be drawn from a sample, one way or the other. This is far and away the most commonly encountered question of inferential statistics within the various fields of scientific research: "Here are some facts that we have extracted from the complex, chance-infused flow of real-world events. Now that we have them, how confident can we be that they signify anything more than mere chance, mere random coincidence—the luck of the scientific draw, so to speak?"

Within the context of correlation, the question of statistical significance concerns the relationship between  $\mathbf{r}$ , which is the correlation that is observed within a limited sample of  $X_iY_i$  pairs, and  $\mathbf{rho}$ , which is the correlation that exists, in the larger reality beyond the sample, between X and Y in general. The reason why the question arises is that it is possible, by the merest chance coincidence, to obtain rather impressive-looking values of  $\mathbf{r}$  within a sample, even when the correlation between X and Y in general is  $\mathbf{rho} = 0$ . This is especially true when the size of the sample is small, but decreasingly so as the size of the sample increases.

```
CREATE PROCEDURE boc ValidateData AS
/***********
PURPOSE: The purpose of the stored procedure below is to change all the
file
              names in the PathAndFile field into relative file names (no
path).
              It does this by calling sp getRelativePath for each row.
HISTORY:
      22 Dec 1998: 1. Added documentation.
                          2. Changed to run under the new design.
                          3. Fixed: must not use double quotes with SQL
Server.
                          -- John F. Hubbard
      17 Nov 1998: Created by Deb Pyrek, .
Return values:
                               Success.
**************
**** */
DELETE HeaderTextRaw
WHERE datalength(NumPages) < 6
                                    /* Less than 999,999 pages per
document */
AND (
(DocType = 'RS' AND datalength(RSOrUndefNum) < 8)"
OR (DocType = 'LCO' AND datalength(RSOrUndefNum) <> 6)
OR (DocType = 'LC' AND datalength(LCNum) <> 7)
OR (DocType = 'DS' AND (datalength(RSOrUndefNum) <> 8)
datalength(LCNum) <> 7))
OR (datalength(DocDate) <> 10)
OR (DocDate = null)
OR (rtrim(DocDate) = '')
OR (DocType not in('RS', 'LC', 'LCO', 'DS'))
return 0 -- SUCCESS
```

updated 1/11/2000

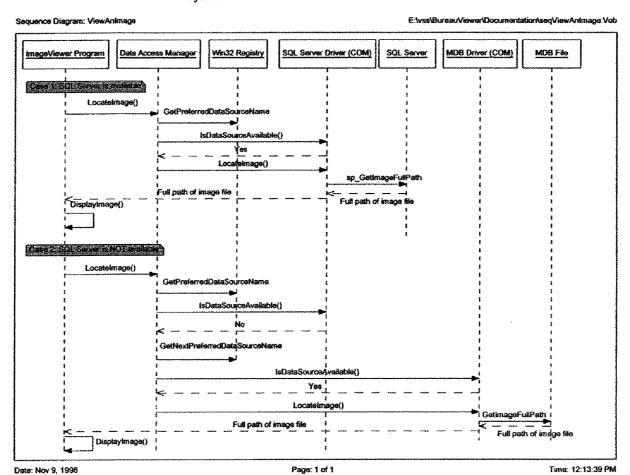
```
CREATE PROCEDURE boc LoadData
/*********************
PURPOSE: The purpose of the stored procedure below is to manage all data
loading steps. This procedure is the container for all other procedures
only this procedure is called by LoadData.BAT
HISTORY: Created by Debra Pyrek as an ISQL batch file, 17 Nov 1998.
22 Dec 1998: 1. After testing at the BoC, found the need to run the
                       "insert to the final table" routine as a cursor
loop.
22 Dec 1998: 1. The only code common to previous versions is the
                  EXEC boc TempToRaw line. Everything else is new, to
follow the
                  new design. -- John F. Hubbard
17 Nov 1998: 1. Added the call to boc changeToRelativePaths. Notice
                     for now it is hard-coded to a 10-day window. --
John F. Hubbard.
20 Nov 1998: 1. Added a call to the boc DeleteDuplicateDocs stored proc.
                                                   -- Deb Pyrek.
09 Dec 1998: Added a call to boc TempToRaw (a new stored proc) as a
work around
           for a MS Bug that occurs when you try to bcp from a file
into
           a table with an Identity column.
                                                        -- Deb Pyrek
Return values:
                  0
                            Success.
*****
**** */
/* Clear the working table and bring in the new data: */
     TRUNCATE TABLE HeaderTextRaw
                         -- This step is required due to MS Bug
     EXEC boc TempToRaw
10361
/* Eliminate all but the new data: */
     DELETE HeaderTextRaw
     FROM HeaderTextRaw INNER JOIN ArchivedHeaderText
     ON HeaderTextRaw.PathAndFile = ArchivedHeaderText.PathAndFile
/* Archive the new data: */
     INSERT ArchivedHeaderText (RSOrUnDefNum, LCNum, DocDate, DocType,
NumPages, PathAndFile)
     SELECT RSOrUnDefNum, LCNum, DocDate, DocType, NumPages,
PathAndFile
     FROM HeaderTextRaw
/* Cleanup data in the working table as much as possible, before loading
to the final table: */
     EXEC boc changeToRelativePaths
                                                             401453
```

```
/* Delete duplicates before attempting to insert into the final table:
      DELETE HeaderTextRaw
      FROM HeaderTextRaw INNER JOIN RecordedDocData
      ON HeaderTextRaw.PathAndFile = RecordedDocData.PathAndFile
      DELETE HeaderTextRaw
      FROM HeaderTextRaw INNER JOIN RecordedDocData
      ON HeaderTextRaw.LCNum = RecordedDocData.LCNum
      DELETE HeaderTextRaw
      FROM HeaderTextRaw INNER JOIN RecordedDocData
      ON HeaderTextRaw.RSOrUnDefNum = RecordedDocData.RSOrUnDefNum
/* Delete from working table, if already in the failedDocs table: */
      DELETE HeaderTextRaw
      FROM HeaderTextRaw INNER JOIN FailedDocs
      ON HeaderTextRaw.PathAndFile = FailedDocs.PathAndFile
/* Move previous failed, but now corrected documents to the working
table: */
      INSERT HeaderTextRaw (RSOrUnDefNum, LCNum, DocDate, DocType,
NumPages, PathAndFile)
      SELECT RSOrUnDefNum, LCNum, DocDate, DocType, NumPages,
PathAndFile
      FROM FailedDocs
      WHERE FailedDocs.ImportStatus = 'N'
      DELETE FailedDocs WHERE FailedDocs.ImportStatus = 'N'
/* Prepare for an attempted insertion to the final table, by loading all
   candidate records to FailedDocs table: */
      INSERT FailedDocs (RSOrUnDefNum, LCNum, DocDate, DocType,
NumPages, PathAndFile, ImportStatus)
      SELECT RSOrUnDefNum, LCNum, DocDate, DocType, NumPages,
PathAndFile, 'F'
      FROM HeaderTextRaw
/* Delete records that are sure to fail the insertion attempt: */
      EXEC boc ValidateData
/* And finally, insert to the final table: */
     EXEC boc moveRawToRecorded
/* Remove, from the FailedDocs table, everything that actually made it
into the final table: */
     DELETE FailedDocs
      FROM FailedDocs INNER JOIN RecordedDocData
     ON FailedDocs.PathAndFile = RecordedDocData.PathAndFile
/* Cleanup: */
     TRUNCATE TABLE HeaderTextRaw
     TRUNCATE TABLE HeaderTextRawTemp
return 0 -- SUCCESS
```

```
CREATE PROCEDURE boc ValidateData AS
****
PURPOSE: The purpose of the stored procedure below is to change all the
file
            names in the PathAndFile field into relative file names (no
path).
             It does this by calling sp getRelativePath for each row.
HISTORY:
      10 Jan 2000: Modified stored procedure validation rules to allow
for
                       RS 2000 document numbers as well as RS 99
document numbers.
                       As of Jan 1, 2000, the RS documents are now 10
digits long
                       and begin with '2000' while the 1999 and older
RS
                       documents are 8 digits long and begin with '99'
or other
                       two-digit year.
                       -- Deb Pyrek
      22 Dec 1998: 1. Added documentation.
                        2. Changed to run under the new design.
                        3. Fixed: must not use double quotes with SQL
Server.
                        -- John F. Hubbard
      17 Nov 1998: Created by Deb Pyrek, .
Return values:
                             Success.
*****
DELETE HeaderTextRaw
WHERE datalength (NumPages) < 6 /* Less than 999,999 pages per
document */
AND (
DocType = 'RS'
     AND (DocName like ("99%") AND datalength(RSOrUndefNum) <> 8)
     OR (DocName like ("2000%") AND datalength(RSOrUndefNum) <> 10))
OR (DocType = 'LCO' AND datalength(RSOrUndefNum) <> 6)
OR (DocType = 'LC' AND datalength(LCNum) <> 7)
OR (DocType = 'DS' AND (datalength(RSOrUndefNum) <> 8 OR
datalength(LCNum) <> 7))
OR (datalength(DocDate) <> 10)
OR (DocDate = null)
OR (rtrim(DocDate) = '')
OR (DocType not in('RS', 'LC', 'LCO', 'DS'))
return 0 -- SUCCESS
```

# **Sequence Diagrams**

Here is a UML sequence diagram for the case when a SQL Server is available to the system:



## bcp Command-line Utility

Copies a database table to or from an operating-system file in a user-specified format.

#### Syntax

bcp [[database\_name.]owner.]table\_name {in | out} datafile [Im maxerrors] [If formatfile] [Ie errfile] [IF firstrow] [IL lastrow] [Ib batchsize] [In] [Ic] [IE] [It field\_term] [Ir row\_term] [Ii inputfile] [Io outputfile] [Io servername] [Iv] [Ia packet\_size]

#### where

#### database\_name

Specifies the database. If the table being copied is in your default database, this parameter is optional.

#### owner

Is the owner's name. This name is optional if you own the table being copied. This parameter is optional. If no owner is specified and you do not own a table of that name, the program will not execute.

#### table\_name

Specifies which database table to copy.

#### in I out

Specifies the direction of the copy. The **in** option copies from a file into the database table; the **out** option copies to a file from the database table.

#### datafile

Is the full path of an operating-system file when copying a table to or from a hard-disk file or a single diskette. The path can have from 1 through 255 characters. When copying a table to or from multiple diskettes, *datafile* is a drive specifier only (such as A:).

#### im mayarrars

Is the maximum number of errors that can occur before the copy is canceled. Each row that cannot be rebuilt by **bcp** is ignored and counted as one error. If this option is not included, the default is 10.

#### If formatfile

Is the full path of a file with stored responses from a previous use of **bcp** on the same table; creation of the format file is optional. Use this option when you have already created a format file that you want to use when copying in or out. After you answer format questions, **bcp** asks whether you want to save your answers in a format file. The default filename is BCP.FMT. The **bcp** utility can refer to a format file when copying data so that you do not have to duplicate your previous format responses interactively. If this option is not used, **bcp** queries you for format information.

#### le errfile

Is the full path of an error file where **bcp** stores any rows that it was unable to transfer from the file to the database. Error messages from the **bcp** utility go to the user's workstation. If this option is not used, no error file is created.

#### IF firstrow

Specifies the number of the first row to copy (the default is the first row).

#### /L. lastrow

Specifies the number of the last row to copy (the default is the last row).

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#### Ib batchsize

Specifies the number of rows per batch of data copied (the default copies all the rows in one batch).

/n

Performs the copy operation using the data's native (database) datatypes as the default. This option does not prompt for each field; it uses the default values.

Ir

Performs the copy operation with a character datatype as the default. This option does not prompt for each field; it uses *char* as the default storage type, no prefixes, \t (tab) as the default field separator, and \text{\text{In}} (new line) as the default row terminator.

/E

Is used when identity values are present within the table to be imported.

When importing data, an identity column is temporarily assigned an identity value of 0. As the rows are inserted into the table, SQL Server assigns unique values based on the seed and increment values specified during table creation. Use the /E flag when identity values already exist in the file. If SQL Server—generated identity values are preferred, place only non-identity columns in the file.

#### It field term

Is the default field terminator.

#### Ir row term

Is the default row terminator.

#### It inputfile

Is the name of a file that redirects input to bcp.

#### lo outputfile

Is the name of a file that receives output redirected from bcp.

#### IU login id

Is a login ID.

#### IP password

Is a user-specified password. If this option is not used, **bcp** prompts for a password. If this option is used at the end of the command line without any password, **bcp** uses the default password (NULL).

#### IS servername

Specifies which SQL Server to connect to. The servername is the name of the server computer on the network. This option is required when you are executing **bcp** from a remote computer on the network.

ľv

Reports the current DB-Library version number.

#### la packet size

Is the number of bytes, per network packet, sent to and from the server. A server configuration option can be set using SQL Enterprise Manager (or the **sp\_configure** system stored procedure). However, this option can be overridden on an individual basis with the **bcp /a** option. The valid values for packet\_size are 512 through 65535. The server default is 4096; the default value for the Windows NT – based version of **bcp** is 4096. The default value for MS-DOS is 512, although larger sizes can be requested.

Increased packet size may enhance performance on bulk copy operations. Microsoft testing indicates that 4096 to 8192 is typically the fastest setting for bulk copy operations. If a larger packet is requested but cannot be granted, the client will default to 512. The performance statistics generated at the end of a **bcp** run will show the actual packet size used.

## **CDAssembler System Manual.doc**

March 6, 1999

#### **Table of Contents**

- Release Notes
- 2. System Diagrams: The Holding Directory Concept, parts 1 and 2

### Version 1.14 Release Notes (edited):

Version 1.14 was released on 06 Mar 1999.

Released: I have released CDAssembler, Version 1.14. This is a solid, reliable program, as a result of being extensively tested with real data. It is currently installed on three different computers: mine, Alae's, and SPICE (the big NT Server on the floor of my office). The idea is to keep version 1.14 available and in-use, while I develop a few "nice-to-have" features for the next version.

<u>Installation:</u> I have created and tested a new Installshield script, called CDV iewerPlus. It is designed for internal TG use. This Installshield script is located at \\TGOHDev1\Install\CDVRPlus\disk1\setup.exe. It installs:

- 1. CDViewer
- 2. CDAssembler
- 3. Wang Imaging for Windows 9x (if desired).

#### Feature set: CDAssembler 1.14 has the following features:

- 1. Can gather data from the legacy imaging system (from staging directory).
- Can gather data directly from any CDROM currently in the jukeboxes of the legacy imaging system (because these CDROMs have approximately the same format as the staging directory images).
  - 3. Can gather data directly from Jaz cartridges that arrive from the BoC.
- 4. Can gather data from the backup CDROMs that are made from the Jaz cartridges from the BoC.
- 5. Missing document reports can be run on all data, regardless of origin. You'll find this feature to be pretty well integrated with the other features, too.
- 6. Data can be gathered from anywhere on the network, and may be directed to anywhere on the network.
- 7. Operations (such as "Gather," which gathers data in new format to a central holding area) may be interrupted from the GUI, and then continued later. The program picks up where it left off. There are a number of other time-and-irritation savers, which you'll really need a lot, because of the tremendous volume of data that must flow through this program every day. (I brought it to the point where I was reasonably comfortable moving data myself, during testing.)

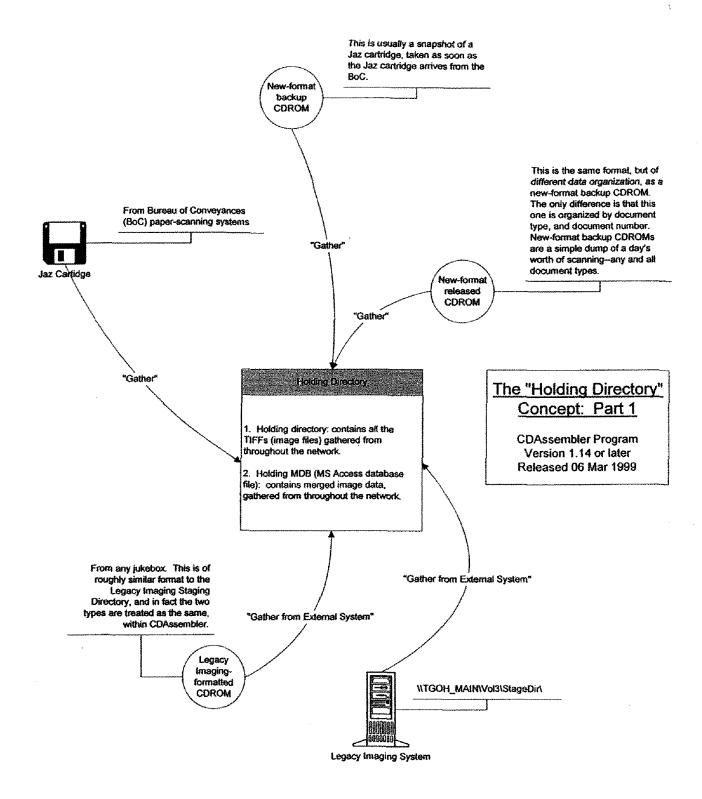
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Author: John F. Hubbard

Last Updated on: 03/06/99 7:45 PM

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March 6, 1999

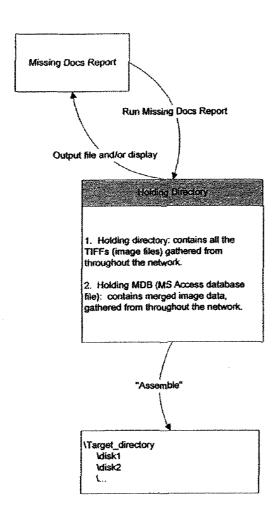


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Author: John F. Hubbard Last Updated on: 03/06/99 7:45 PM

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March 6, 1999



# The "Holding Directory" Concept: Part 2

CDAssembler Program Version 1.14 or later Released 06 Mar 1999

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,2495247,10-23-1998,LC,1,0:\OCRFF\BOCData\00040185.tif
,2495248,10-23-1998,LC,2,0:\OCRFF\BOCData\00040186.tif
```



Information Capture Software

401 E. Jackson Street Suite 1200	Tampa, Florida 33602	www.microsystemsonline.com
----------------------------------	----------------------	----------------------------

To:	Deb Pyrek			
Company:	Title Guaranty of Hawaii			
Telephone:	808.533.6261			
Fax:	808.532.2079			
Pages:	3 (Including cover)			
Date:	11/12/1999			

From:	Adam Hearne
Company:	Microsystems Technology, Inc.
Telephone:	800.775.3222 (ext. 370)
Fax:	813.222.0018
Email:	Ahearne@mlcrosystemsonline.com

Comments: Deb --

As per our conversation, here is the Software Maintenance Agreement (SMA) quote you requested. I also sent you a copy of our Software Maintenance Agreement for you to review.

When you sign up for our maintenance agreement, you receive our OCR for Forms 2.3 immediately and OCR for Forms 3.0 as soon as it becomes available.

If you are interested and would like to sign up for one year's maintenance under our special offer, please call me at 800.775.3222 (ext. 370) or e-mail me at ahearne@microsystemsonline.com. Our OCR for Forms special offer ends November 30, 1999.

If you have any questions regarding your quote, please contact our accounting department at 800.775.3222.

Thank you - Adam



Adornation Capture Software

## Sales Order 5595

Order Date 11-NOV-1999

Microsystems Technology, Inc.

401 E. Jackson St., Suite 1200

Tampa, FL 33602 USA Telephone: 813.222.0414 Fax Number: 813.222.0018

E-Mail: accounting@microsystemsonline.com

Bill To:

TITLE GUARANTY OF HAWAII

ATTN: DEB PYREK 235 QUEEN STREET HONOLULU, HI 96813 Ship To:

TITLE GUARANTY OF HAWAII

ATTN: DEB PYREK 235 QUEEN STREET HONOLULU, HI 96813

Customer	Shi	p Vla	15	saued By	Terms	Pu	chasa Order Nun	nber S	Salespn	Ref	erence No.	End User
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## **Custom Software Maintenance Agreement**



Microsystems Technology, Inc. ("MTI") hereby agrees to provide custom software maintenance for the OCR for FORMS<sup>TM</sup> System ("Licensed System") and ("Customer") located at ("Customer address") agrees to purchase such custom software maintenance per the terms of this Agreement.

#### Term

The Agreement term will be for one (1) year of maintenance beginning Nov \_\_\_ 1999 and ending on Nov \_\_\_ 2000. Custom Software Maintenance for additional license purchases begin after warranty expiration (ninety days) and end to coincide with the original license maintenance end date. This Agreement will automatically renew for additional one (1) year terms, unless either party notifies the other in writing of the intent not to renew.

Responsibilities of MTI

- 1. MTI will provide telephone support between the hours of 9:00 am and 6:00 pm EST, Monday Friday, excluding standard MTI
- 2. MTI will provide Licensed System updates to include, but not limited, to all enhancements and program corrections as well as documentation updates when made available for general release.
- 3. In the event of notification of a system error, MTI will use its best effort to confirm in a timely manner the existence of an error. MTI will make every reasonable effort to correct the error, resolve the problem, or provide a work around in a timely manner.

#### Responsibilities of Customer

- 1. Customer acknowledges that the Licensed System and Materials constitute a valuable asset and trade secret of MTI and that MTI has a proprietary right in the said Licensed System and Materials. Customer agrees to hold such material and information in confidence, shall release it only to employees requiring such information, and shall not release it to any other party without the written consent of MTI.
- Customer Shall not sell, lease, assign, transfer or otherwise make available the Licensed System and Materials or any part thereof to any business organization, government body or individual other than those aforementioned in this section.
- 3. Licensed System is to be utilized only on a single computer in conjunction with the hardware key device for which it is configured.
- 4. Customer agrees not to copy or reproduce the Licensed System or Materials or any part thereof, other than for computer system backups for archival purposes without the prior written consent from MTI. Customer also agrees not to make any attempts to reverse engineer the Licensed System.

#### **Payment and Fees**

Payment shall be made in advance and is due upon receipt of an invoice from MTI. MTI reserves the right to modify its rates for future agreement periods. Payment shall be payable in U.S. Dollars.

#### Governing Law

This Agreement and the rights and obligations of the parties hereunder shall be interpreted, construed and enforced in accordance with the laws of the State of Florida. In any legal action relating to this Agreement, Customer agrees to the exclusive jurisdiction over it by a state or federal court in Hillsborough County, Florida, U.S.A. and the prevailing party shall be entitled to its attorneys fees and court costs in addition to any other relief that may be awarded.

#### **Entire Agreement**

This Agreement herein constitutes the entire agreement between the parties regarding maintenance for the Licensed System and supersedes all prior maintenance agreements. This Agreement shall not be modified or attered except by written instrument duly executed by both parties. In no event will MTI, VAR, or Authorized Representative of MTI, be liable for any damages, including any lost profits, lost savings or other incidental or consequential damages arising out of the use or inability to use such software, even if MTI, VAR or any Authorized Representative of MTI has been advised of the possibility of such damages, or for any claim by any other party.

In Wilness Whereof, the parties hereto have caused this Agreement to be executed as of the date first entered below.

"Customer Name" (Company)		Microsystems Technology, Inc. (Company)			
By:		By:			
(Authorized Signature)	Title	(Authorized Signature)	Title		
(Print/Type Name)	Date	Print/Type Name)	Date 4 0 1 4 8 3		



Information Capture Software

401 E. Jackson Street Suite 1200	Tampa, Florida 33602	www.microsystemsonline.com
----------------------------------	----------------------	----------------------------

То:	Bev Pyrek
Company:	Title Guaranty of Hawaii
Telephone:	808.533.5824
fax:	808.532.2079
Pages:	(9) (including cover)
Date:	11/03/99
From:	Adam Hearne
Company	Microsystems Technology, Inc.

From:	Adam Hearne	
Company:	Microsystems Technology, Inc.	
Telephone:	800.775.3222 (ext. 370)	
Fax:	813.222,0018	
Email:	Ahearne@microsystemsonline.com	

#### Comments: Deb -

As per your request, here is a copy of our current release notes on OCR for Forms 2.3 and 3.0. For more information on our software or to find out what we are currently working on, you can look us up on our web site at <a href="https://www.microsystemsonline.com">www.microsystemsonline.com</a>.

I will fax you a copy of your Soft Maintenance Agreement quote as soon as our accounting department finishes processing it. If you have any question, please give me a call at 800.775.3222 (ext.370) or e-mail me at Ahearne@microsystemsonline.com.

Thank you - Adam Hearne

PHONE NO.: 813 222 0018

## OCR for Forms<sup>TM</sup>

## Release Notes, Version 2.3

#### General

- > OCR for Forms 2.3 is only available as a 32-bit application.
- > OCR for Forms 2.3 is fully Y2K compliant.

### VBScripting Capability

- Equipped with the power of VBScript, OCR for Forms now enables you to manipulate the data on your scanned forms. This means you can now perform mathematical calculations on your data, convert the format of your data, and test your data for logical relationships; you can also streamline verification activities, and call other applications' objects via OLE automation.
- > For example, you can now write a script on a particular form field that will trigger an e-mail message during processing: No human intervention is required.

## Quality Assurance Phase

- Scanning parameters can be adjusted to obtain better scanning results (i.e., darken, lighten, etc.)
- > Image zooming via the mouse capabilities
- > Flag images that require a rescan, so that all rescans are handled on a separate station.
- > "Rescan" is a new phase on the Form Manager/Autoflow.
- > Images flagged for rescan can be reviewed by the original "flagging" QA operator.
- > Integrated toolbar with tool tips and hot keys.
- > Image Cleanup can be configured and applied to the selected image.

Release Notes v. 2.3 cont'd

#### Scanner Support

- Certified support for the Kodak 3500 via Kofax Adrenaline 1700S
- > Certified support for the Bell + Howell 4040 via Kofax Adrenaline 1700S

#### Creating New Masters

- Scanning/Importing a new master allows you to add master to a new or existing Form Family.
- Scanning image quality parameters can be adjusted to obtain the best possible quality results (i.e., darken, lighten, etc.)
- ➤ All scanner properties (including DPI and page size) can be modified for each rescan. Scan New Master allows the switching of the DPI to determine the lowest DPI that produces the best quality image.
- > Image zooming via the mouse capabilities
- Integrated toolbar with tool tips and hot keys.
- > Image Cleanup can be configured and applied to the master.
- > Rotate option that will be carried forward to the template.

## Scanning/Importing

- Added option to prompt at scan time for the desired Form Family. This option is setup via a routing table.
- > Capability to make every Nth image an attachment
- > Any files that match a specified mask at import will be kept with the batch and at commit time will be placed in the ASCII output directory.
- Document sets can be created if importing multi-page images.
- Endorser setup has been moved to the Form Family level.
- All scanner errors are handled through an error handler dialog. The last image processed by OCR for Forms is displayed (with zooming abilities) with the error message. The handler gives the operator the best chance of resolving the error and still continuing the scan process for the batch in progress. The scanner can even be powered off and on if necessary to resolve the error.

Page 2

## Enhanced Kofax Support

- > Implemented the Image Controls 3.1 Toolkit.
- Certified support for the 3.2 version of the Run-Time drivers for both the Adrenaline and KF-Series Boards. Also the 3.2 version of the Image Processing Engine (IPE) and Capture Engine (CE) software engines is certified.
- Implemented Kofax Image Filtering parameters (i.e., deskew, despeckle, line removal) at scan time.
- > Implemented Kofax Patch Code support. Patch codes allow the scan process to split batches, document sets and do dynamic identification at scan time.
- Implemented support for auto-length detection (if the scanner supports the feature). If scanning batches of mixed sizes, the auto-length option will produce images of the actual page length instead of the full page size. Used in conjunction with the Image Filtering Black Border Removal, mixed size document processing is better than ever.
- > The scan-ahead/cache setting is configurable at the Form Family level. The memory resident on the board may not be able to handle the maximum cache setting of 6 images.
- > Implemented support for landscape orientation scanning. Additionally, rotation may be applied to the image to reorient the image. This eliminates the need for OCR for Forms to rotate the image in memory. The image on disk is already upright.

#### AccuID

- > Added confidence/matching percentage parameters/
- > Option to build AIX with the debug images for each master.
- > Option to not include master images in the AIX (i.e., scanned images are drop out and the master image has lines for templating).

## Auto ID Exception Phase

> A quick list of the templates in the Form Family is displayed for quick navigating to a specific template.

401487

Page 3

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October 22, 1999

#### Extraction Phase

- Display optimization options
- > If archiving a formless image, the original image file is replaced with the formless image for faster processing and less space consumption.

### Verification Phase

- > Specific images/document sets can be routed out of the current batch to another Form Family.
- > If processing a formless image, the merge overlay image is shown to the verifier.

## **Template Parameters**

- ➤ Added directional options (above, left, right, below) to the Character Filter |
  Dynamic Text Zone Alignment
- Questionable characters can optionally be removed when the data passes specific rules (e.g., table lookup, edit mask, equations, dates, and check digits).
- > If the recognition engine consistently makes certain characters questionable, the flag can be removed.

## **Batching Optimizations**

- Priority batch look ahead
- ➤ Hide Form Families
- > Form Family priority
- ➤ Disable AutoFlow

## Form Family Options

- > Verification operators can be assigned at the template level.
- > The user defined Batch Control number can be substituted for the system assigned Batch ID for the output directories and ASCII filename.
- > New document control fields:

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Page 4

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Release Notes v. 2.3 cont'd

Original import multi-page document sequence number. Original import file date and time

- > Priortize the processing of a Form Family
- > Ability to assign specific users or user groups to process a Form Family.

401489

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October 22, 1999

#### Welcome

Welcome to OCR for Forms<sup>TM</sup> 3.0: A World of Forms - A World of Solutions. OCR for Forms offers the most comprehensive and accurate way to capture, confirm, and commit data from your scanned or imported forms. Version 3.0 of OCR for Forms is a 32-Bit release supported on Windows 95, Windows 98 and Windows NT Workstation 4.0.

You will that the worsion 3.0 offers you the continued functionality of prior versions compounded with man and exciting features to the product.

## What's New in this Version of OCR for Forms

## a An Overhauled User Interface for Better Accessibility

A major revamp of the OCR for Forms interface (Cith) allows easier access to program settings and functions. Easy to use tabled menus allow for incredifficient and productive interaction with the software.

## Ability To Utilize and Store Color Images

The world of imaging is no longer black and white and your OCR for Forms processing shouldn't be either. If you scan with a color scanner and want to use color images during batch processing, you can now have your color images display during batch processing and store these color images as part of your output.

#### Send Images To QA Phase From Any Process

Quality assurance in OCR for Forms has been enhanced to allow you to send an image back to the Quality Assure phase from any step in the OCR for Forms process. This additional functionality will allow you to increase the quality of your data, creating a checkpoint for poorly scanned images to be rescanned and processed.

#### Redesigned Exception Handler

Images that are not identified in the identification phase may be sent to the Exception Handler for manual identification. The Exception Handler has been redesigned to allow for a more visually pleasing and more easily managed viewing of your unidentified images. This simplified viewing allows for a quicker and more productive manual identification process.

OCR for Forms 3.0 - Release Notes • 1

#### a More Functional Verification Phases

In addition to pass 1, pass 2, and supervisor verification phases, you may now also assign specific verifiers to handle batch balancing and High Speed Verification. These additional phases allow you even more freedom in dividing the workflow among your verify operators. Experienced verifiers can be assigned to more intensive verification work.

#### Additional Scanner Support

OCR for Forms now supports the TWAIN (32-Bit) scanner interface. The addition of TWAIN allows access to your compatible scanner for batch processing.

#### Enhanced VBScripting Capabilities

In addition to performing advanced logic via OLE automation, you can further determine at which point you want to apply your scripts. VBScripting can now run your scripts in preverification or interactively in addition to the already effective post-extraction and post-verification scripts. For example, you can now write a script that will interact with the field as you wents; rather than before or after the verification process is complete.

### More Functional High Speed Verification

In addition to a new user-friendly interface, High Speed Verification now offers the ability to wently that across multiple images at once rather than individual images at a time.

## More-Powerful-Accuzip

Accuzip, already capable of verifying a street, city, state, and zip code, now adds the ability to automatically fill-in the city and/or state of the zip code is known. Configuring your form to check the zip code first can save you time and effort by propagating the city and state automatically.

#### Remote Verification

The latest version of OCR for Forms adds the capability to verify data via the internet. This remote verification frees verifiers from having to work in-house and allows them to relocate themselves to entirely remote locations via a TCIP connection. This freedom eliminates the need for in-house reducing the weighty cost of office space.

Note: Some of these enhancements affect additionally priced modules. Please speak with your resciler to see if any additional licenses may be required to receive the full benefits of these enhancements.

## **Contacting Us**

#### E-mail

Sales Department: Sales@microsystemsonline.com
Support Department: Support@microsystemsonline.com
Product Manager: Smason@microsystemsonline.com

OCR for Forms 3.0 - Release Notes • 2

#### Fax

Faxes should be addressed to <u>Technical Support</u> and sent to (813) 222-0018. These faxes will be addressed from 9AM to 6PM (EST) Monday through Friday.

#### World Wide Web (WWW)

The latest available patches and drivers can be accessed directly from the MTi web site: <a href="https://www.microsystemsonline.com">www.microsystemsonline.com</a> under the support section. You will need your user ID and password in order to access this section of the site. Passwords can be procured from technical support either by fax, e-mail, or phone.

#### **Phone**

For technical support from 9AM to 6PM (EST) Monday through Friday, call (800) 775-3222 and ask for a member of the support team.



OCR for Forms 3.0 - Release Notes • 3

# Quantum, DLT 4000

## Dependable, High-Capacity DLTtape Backup for Mid-Range and High-End Computer Systems

## The Market

In today's fast-paced, information-based society, preserving and protecting data is vital for virtually every institution. This is especially true with today's high-speed, high-capacity, mid-range computers; high-end workstations; and high-volume network servers. To meet the crucial data backup needs of these powerful systems. Quantum developed the DLT 4000 half-inch cartridge tape drive. With advanced linear recording stechnology and a precision tape guidance system, the DLT 4000 drives meet the challenge with ease.

### A Perfect Combination of Performance and Capacity

In data backup, speed and capacity are paramount. Quantum DLT 4000 drives deliver both with a sustained native transfer rate of 1.5 megabytes (MB) per second and a native capacity of 20 gigabytes (CB). This combination provides an effective backup solution for high-end workstation, server, and network backup requirements.

a dual-channel read/write system to maximize performance. To ensure the fastest-possible access times, the DLT 4000 drives use a unique tape mark directory. The drives also support high-efficiency data compression and compaction to deliver maximum performance and capacity. Adaptive cache buffering optimizes operation with varying host transfer rates.

## Quantum Reliability and Data

Like all Quantum products, Quantum DLTtape™ drives set the standard for quality and reliability. The inherent design of DLTtape technology produces high durability in heavy-duty commercial applications. To ensure customer data integrity, the drive also features Reed Solomon Error Correction Code, a 64-bit Cyclical Redundancy Check (CRC), and parity checking on the SCSI bus and internal data path. This high level of precision and reliability is why you can always trust your data to a Quantum DLTtape drive.



High performance—1.5 megabytes per second native transfer rate

- High capacity—20 gigabytes native capacity
- · Backward compatibility—Read and write backward compatible with all **DLTtape** formats
- · TapeAlert compatible automated monitoring and diagnostics-For preventive maintenance and error recovery
- · Three year warranty-Proven reliability

**Engineered for Performance and** To ensure outstanding performance with unquestionable reliability, Quantum DLT 4000 drives employ many advanced design features. For instance, they utilize

401493

Reliability

Porformance Specifications	and the second s
Sustained Transfer Rate (MB/sec)	
Native	1.5
Compressed	3.0'
Burst Transfer Rate (MB/sec)	
Synchronous	10
Formatied Capacity	
Native	20
Compressed	40'
Average File Access (sec)	68
Interface	SCSI-2 Fast (single-ended or differential)
Tape Format Specifications	
Recording Format	128 track serial serpentine
Recording Density	82 kbits per inch
Track Density (tpt)	256
Encoding Method	R11 2,7
Data Compression	OV.
Reliability Specifications	and the second s
MTBF (hours)	200,000 @100% duty cycle
Head Life (hours)	10,000
Media Durability	1,000,000 passes (15,000 uses)
Uncorrected Error Rate	1 x 10" bits read
Underected Error Rate	1 x 10" bits read
Warranty (years)	3

5.75 (144.8) 9.0 (228.6)

3.25 (82.5)

5 (2.27)

Operating					
Temperature (*C)	50 to 104 (10 to 40)				
Non-Condensing Humidity (%)	20 to 80				
Atitude (maximum)	8,000 rl				
Non-Operating					
Temperature (°C)	-40 to 151 (-40 to 66) excluding media				
Non-Condensing Humidity (%)	10 το 95				
Altitude (ft. max.)	30,000				
Power Specifications	of the second se				
Voltage (V)	15.15				
Media/Format Compatibility	26, 6, and 10 GB native capacities				
Media/Format Compatibility DETape III					
Media/Format Compatibility DETape III	2:6; 6; snd; 10:08 native capacities				
Media/Format Compatibility DETape III DETape IIIXT DETape IV	2.6, 6, and 10 GB native capacities 15 GB native capacity 20 GB native capacities				
Media/Format Compatibility DLTrape III DLTrape IIIXT DLTrape IIV Read/write compatible with all previ	2.6, 6, and 10 GB native capacities 15 GB native capacity 20 GB native capacities				
Media/Format Compatibility DLTrape III DLTrape IIIXT DLTrape IIV Read/write compatible with all previ	2.6, 6, and 10 GB native capacities 15 GB native capacity 20 GB native capacities ous DL trape formats				
Readfwrite compatible with all previ BLTrape Cleaning Cartridge	2.6, 6, and 10 GB native capacities 15 GB native capacity 20 GB native capacities ous DL trape formats				

1 Actual transfer rate and capacity will vary depending on data.

Physical Specifications Dimensions—Inches (mm)

Weight—pounds (kg)

Width Length

Height

#### Quantum DLTtape Media Cartridges

Approved for use in all DITtape drives. Quantum DITtape half inch cartridges are backed by a limited lifetime warranty.



For more information about Quantum's quality products, call toll-free: 1-800-624-5545 in the U.S.A. and Canada, or visit www.quantum.com and www.dittape.com

## Quantum. DLT. 4000

Quantum Corporation 500 McCarthy Boulevard Milpitas, California 95035 U.S.A.

1-800-624-5545

Quantum Peripheral Products S.A.

ICC Building D 20 Route de Pre-Bois 1215 Geneva Switzerland 41.22.929.7600 Quantum Asia-Pacific Pte.Ltd.

9 Temasek Boulevard #24-00/Suntec City Tower 2 Singapore 038989 65.334.0860

Quantum Peripherals Japan

Shinjuku Square Tower 4F 6-22-1 Nishi-Shinjuku Shinjuku-ku, Tokyo, 163-11 Japan 81.3.5321.7900 Specifications subject to change without notice.

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& Printed in the U.S.A. on recycled paper 20K DF/CRFTSMN DLT40200



## ierelalelelek Sillejajolak





Title: Restoring tapes written in MTF

Platform: NT/2000

Software: ARCserve, ARCserve 2000

Version: 6.0, 6.5, 6.6, 6.61, 7.0 Document Number: 1140

Uncument Number: 1140 Last Updated: January 09, 2001

#### Support Resources

FAQs
Downloads
Virus Signature Files
TLC - Licensing
StarTCC
Open Forums
FTP Access
E-News

A common question is, how can you restore tapes written to in Microsoft Tape Format? ARCserve cannot merge them, and you can not use them with the restore by Session or Tree views in the Restore Manager.

It is possible to restore tapes in MTF format as long as you keep in mind a few restrictions: ARCserve can't restore tapes that were compressed using software compress in and cannot merge MTF tapes into the database. Even without the Restore by Tree or Session functions, or the Merge utility, ARCserve can still find the tape contents and perform restores.

#### Support Information

Windows 2000 OS/390 Compatibility Virus Info Center

#### Finding Out What is on MTF Tapes

While ARCserve can't merge these tapes into the database, it can still read them and report back what the contents of the tape are. To do this, use the scan tape utility and select the MTF formatted tape. Make sure that the checkbox marked "All Sess." is selected to scan all sessions on the tape.

Feedback/Comments Contact Us In order to get a full list of files and directories in each session as well, go into Options, Log, and select Log All Activity. When the job runs, information on what is contained in each session will be dumped to the job log.

#### Support Home CA Home



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#### Restoring MTF sessions or selected files

ARCserve will only allow tapes in MTF format to be restored using Restore by Backup Media, as the information can't be merged into the database. Restore by Backup Media only allows users to select specified sessions to restore or the whole tape.

Users can still restore individual files and directories though by applying filters to the restore. From the Restore by Media screen, select the filter icon and include the name of the file or directory that you wish to restore.

\* Please note that these filters will work with file or directory names but not paths. So entering in "data.dat" will work but not "c:\users\data.dat", for example.

	Did this document resolve your issue?						
10	Yes , this resolved my issue.						
	No , this wasn't what I was looking for.						
	No , this was what I was looking for, but it didn't work.						

For site comments, visit our Feedback page

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		2360973	2360973	1/17/97	LC
98179006	98179030			12/1/98	RS
98180169	98180844	2500339	2503880	12/2/98	DS
2503791	2503867	2503618	2503885	12/2/98	LC
133460	133470			12/2/98	LCO
98180063	98180857			12/2/98	RS
98181015	98181526	2503958	2504099	12/3/98	DS
		2503886	2504110	12/3/98	LC
133471	133478			12/3/98	LCO
98180858	98181539			12/3/98	RS
		2504111	2504285	12/4/98	LC .
133480	133496			12/4/98	LCO
8181861	98182290			12/4/98	RS
98182595	98183118	2504533	2504722	12/7/98	DS
		2504402	2504735	12/7/98	LC
133498	133508			12/7/98	rco
98182344	9882343			12/7/98	RS
98183610	98183611	2504975	2504976	12/8/98	DS
		2504736	2504999	12/8/98	LC
133513	133516			12/8/98	LCO
98183133	98183689			12/8/98	RS
98183715	98184014	2505036	2505220	12/9/98	DS
		2505000	2505074	12/9/98	<b>LC</b>
133517	133518			12/9/98	rco
98183716	98184289			12/9/98	RS
98185152	98185209	2505543	2505565	12/10/98	DS
2.000		2505340	2505589	12/10/98	LC
133529	133545			12/10/98	LCO
98185145	98185262			12/10/98	
98185333	98185527	2505776	2505939	12/11/98	
		2505590	2506026	12/11/98	LC
133546	133561			12/11/98	rco
98185264	98186040			12/11/98	RS
98186198	98186769	2506098	2506320	12/14/98	DS
133562	133571			12/14/98	LCO
98186041	98186794			12/14/98	RS

## Jerry Opedal

From: Sent: Carlos Buhk

Wednesday, December 16, 1998 9:19 AM

To: Michael Pietsch

Cynthia Nakaya; Jerry Opedal

Cc: Subject:

FW: BOC UPDATE

FYI

From: Mary Kahoopii To: Carlos Buhk Subject: BOC UPDATE

Date: Wednesday, December 16, 1998 8:07AM

Neal's Update:

We had approximately 2-3 hours of down time trying to download information to the jazz drive. We also ran into a list of missing documents where all we needed to do was update information into the database but I also found another group of files that were missing and located those in a file called "header.txt120498" in the f: drive (approximately 150 documents). After locating and rescanning the missing documents we needed to get into the system were we then successful in downloading Dec. 2 documents to the jazz drive (1030 documents) after 4 attempts due to the fact that the database needs to go through two SQL Server updates to update the file names (three attempts due to this problem and one because of one doc that ajoined with another).

There may be a similar problem with other missing docs in consecutive numbers that maybe going into a separate file but I haven't seem to be able to locate these files. We are also certain that these documents have already been scanned into the system. I seem to be running into a problem on the database. Often at times the database will create multiple images lines of the same file (sometimes two and up to ten lines). I have decided that we will not be rescanning for missing documents until we have caught up with the daily workflow. Being it that this time of the year the BoC is very busy and have about doubled the their workflow. Until then we will try to do the best we can to update and rescan whenever we possibly can. John Hubbard fixed the back end to an extent but I need more time to elaborate on this subject (it seems that the database may be running slow). We were not able to start scanning the daily workflow until 3:00 pm yesterday afternoon. We haven't even gotten through a third of what needs to be scanned in.

Dec. 14,1998- Total Pages Scanned 4644+ (forgot to record one batch)
Total Documents 854

Dec. 15,1998- Total Pages Scanned 5646
Total Documents Unknown (didn't keep record)

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